



Workplace Violence

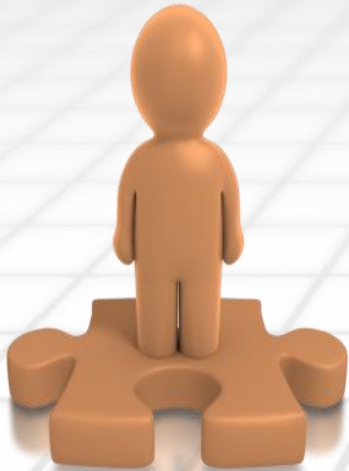
Policy and Prevention

Workplace Violence Definition

Workplace Violence is defined as any physical assault, actual threat, or threatening behavior by an individual against persons or property occurring in the workplace or on any state property.

ADH Commitment

It is the policy of the Arkansas Department of Health (ADH) to continually work toward improving its safety program and procedures and striving to provide a safe working environment in all areas for all employees.



Training Objectives

- ✓ **Know the policy and procedures for Workplace Violence**
- ✓ **Identify risk factors**
- ✓ **Learn Prevention Strategies**
- ✓ **Know how to report workplace violence incidents**
- ✓ **Assess your environment**



Video

<http://www.youtube.com/watch?v=DknakBGQxL0>

Who is responsible for preventing Workplace Violence?





**Everyone is responsible
for preventing
Workplace Violence**

Supervisor Responsibilities

- Inform all employees of all policies and procedures regarding safety and ADH's zero tolerance stand.
 - Encourage employees to provide suggestions about improving safety/security procedures
 - To respond to potential threats and escalating situations by utilizing proper resources from the following: law enforcement, medical services, Human Resources staff and the Employee Assistance Program.

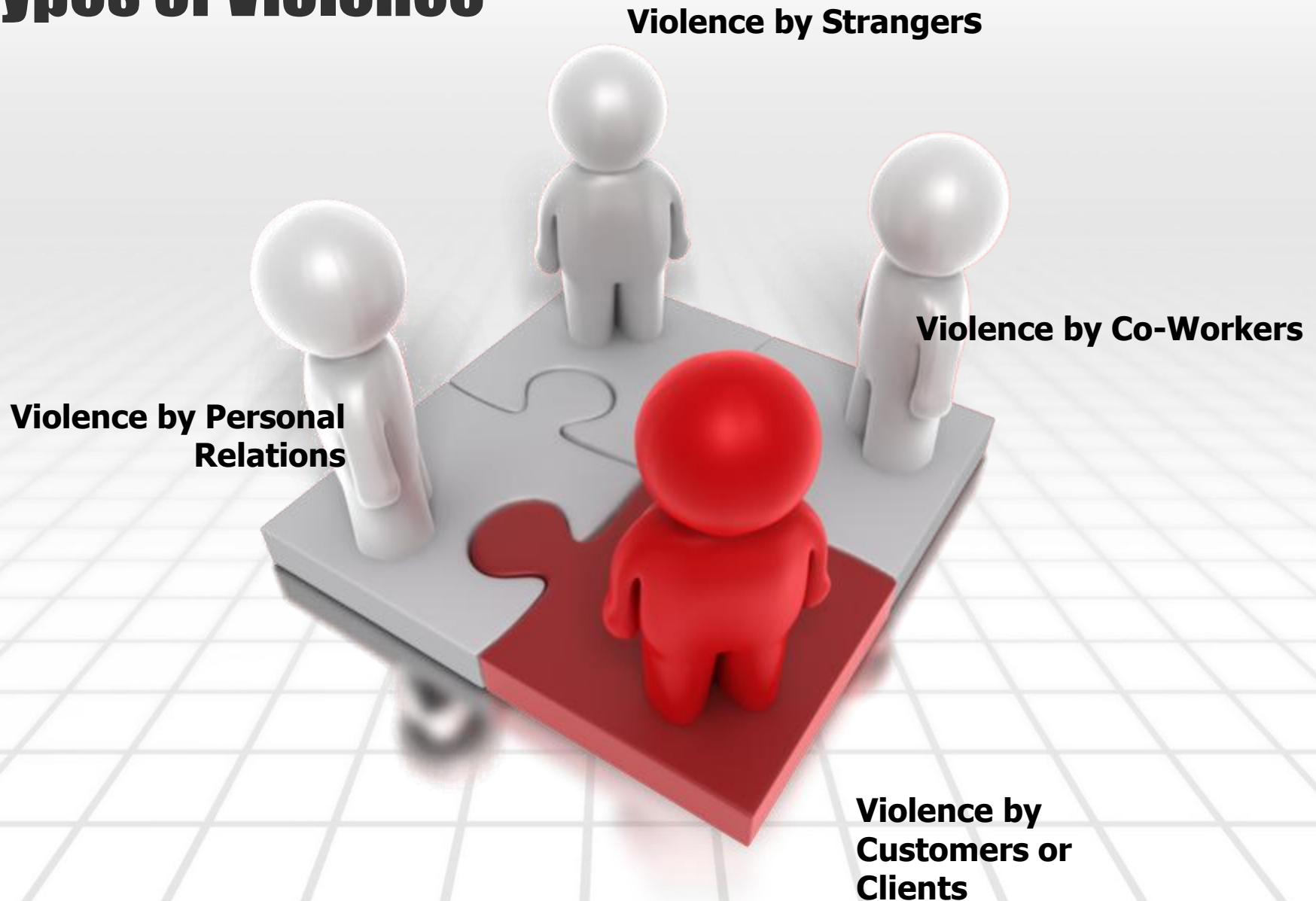


Employee Responsibilities

- Help to maintain a safe work environment
- Take reasonable precautions to prevent violence
- If you see something, **Say Something.**
Early detection is the key to prevention
 - Notify building security and your supervisor of any Orders of Protection



Types of Violence



Examples of Workplace Violence



- Assault
- Stalking
- Domestic Violence
- Workplace Homicides
- Threats
- Harassment
- Intimidation
- Bullying
- Vandalism
- Theft

Possible Warning Signs



Violent and threatening behavior

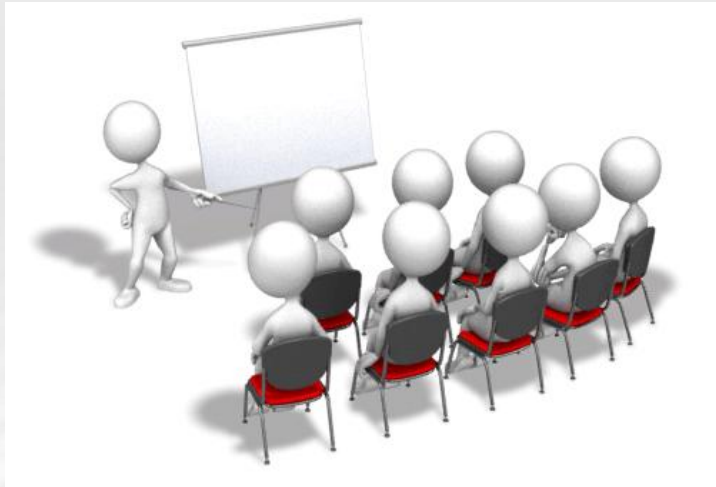
“Strange” behavior

Emotional problems

Performance problems

Interpersonal problems

Facts and Figures



- According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,547 fatal workplace injuries that occurred in the United States in 2010, 506 were workplace homicides.
- A preliminary total of 4,609 fatal work injuries were recorded in the United States in 2011. Overall, 780 workers were killed as a result of violence and other injuries, including 458 homicides and 242 suicides.
- OSHA reports that nearly 2 million American workers report having been victims of workplace violence each year.

3 C's of Hesitation



Confidentiality

"I promised I wouldn't say anything"

Camaraderie

"I don't want to "rat " on my co-worker"

Concern

"I'm afraid of retaliation"

Potential Work-Related Risk Factors and Prevention Strategies



Contact with the Public

- Do not release information about coworkers
- Request the credentials of any stranger
- Never leave valuable information or items in a visible place
- Limit employee access to social networking sites
- Report stolen items to building security and your supervisor immediately

Exchanging Money

- Make daily deposits to limit cash on hand
- Secure cash in safes or lock boxes
- Control access to employees who handle cash:
 - Gates
 - High Counters
 - Buzzer/electronic access to work area



Delivery of Services

- Employees should be made aware of potential hazards in outside environments.
- Employees should wear Personal Protective Equipment when necessary.
- Always identify themselves as ADH employees by showing their badges.
- Should be guided by supervisors on how to recognize the potential for violence and methods for defusing potentially violence incidents.

Working Late at Night, Early Morning or Alone

- ☐ Inform co-workers of location, duration of work and your cell number-check in frequently
- ☐ Carry a cell phone or panic device
- ☐ Save the emergency number in your phone
- ☐ Know where alarms and exits are
- ☐ Travel in groups if possible and be aware of your surroundings

Control Access to Workplace

- Limit access to Keys
- Secure office areas-lock unused rooms to limit concealment opportunities.
- Do not allow visitors to enter through doors that require badge access.



Control Access to Workplace

- Do not allow anyone without an ADH Badge to follow you into the building. Refer them to the Main entrance.
- Notify security or your supervisor of any strangers in the area.



General Office Practices



- Position desk to face office entrance or hang a mirror to prevent blind spots.
- Review your desk and workspace area for items that could be used as weapons.
- Ensure exits are unobstructed and clearly marked.
- Post emergency numbers near phone
- Establish evacuation plan

Reacting to a Potentially Violent Situation

- Stay calm
- Empathize
- Cooperate
- Call/email for a supervisor
- Do not isolate yourself with this person
- Leave the area
- Contact Building Security

Reporting Incidents

- If you see something, or sense something, ***SAY SOMETHING***
- Prevention is the best response to Workplace Violence
- Complete AS-8 Occurrence Report
- Submit copies to your Supervisor and Human Resources



Suggesting Improvements



- The ADH welcomes suggestions from employees. Please provide your suggestions to your Supervisor, Safety Officer, or Human Resources.
- Institute quarterly safety meetings to gather ideas for improving safety and security in your area.

Visitors in the Workplace



It is the policy of the Arkansas Department of Health to provide for the safety and security of its employees and its facilities by providing a workplace for all employees that is professional, productive, free from distraction, and safe; safeguarding information, and decreasing the risk of harm to the visitor and the potential liability to the Department.

Visitors in the Workplace

ADH Visitors in the Workplace Policy is applicable to all ADH employees, volunteers, and students.

Employees violating this policy may be subject disciplinary action up to and including termination.

Authorized Visitors

- Only authorized visitors are allowed in the workplace during work hours.
- Authorized visitors are any non-employee who has official business with the Department of Health.
- Student shadowing, Internships, and Volunteers must receive prior approval and complete an ADH Student/Volunteer Information Form (HR-71) through the Human Resources Office. (**See ADH Visitors in the Workplace Policy, REL-64**).

Unauthorized Visitors



- Unauthorized visitors are restricted from frequent or prolonged visits to the workplace.
- This includes but is not limited to children, spouses, relatives, friends or employees, volunteers and students, and those individuals who have a personal or business relationship that is of a non-work-related nature.

Workplace Searches Policy

Workplace searches may be conducted by authorized personnel of the Arkansas Department of Health in order to protect ADH employees, property, and records.

The agency's Workplace Searches Policy allows searches that are work-related and reasonably justified and/or related to the circumstances.

Workplace Searches Policy

- Does not extend to the search of an individual or to the contents of items owned by the individual, such as a personal handbag or briefcase. Employee's written consent must be given on the Consent/Objection to Search form (HR 1109).
- Personal equipment or furniture used in the workplace hold no expectancy of privacy from ADH searches.
- If the employee refuses to consent to such search, the refusal should be noted as provided on the HR 1109, and the appropriate law enforcement authority will be notified immediately.

Code of Ethics

Department of Health employees must comply with all laws and regulations. The ADH will not condone employee conduct that either violates, or has the appearance of violating the law, including the ethical provisions.

Ethics

ADH Employees:

- Will not accept payments for illegal acts, indirect contributions, rebates or bribes.
- Will notify their supervisor if performance of their duties may constitute a conflict of interest.
- Will not engage in any outside employment or activities that would conflict with their duties.



